

**MINUTES**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Monday, December 16, 2013**  
**Green Bay Metro Transportation Center**  
**901 University Avenue**  
**Green Bay, Wisconsin**  
**10:00 a.m.**

**ROLL CALL**

Diana Brown*	<u>X</u>	Cole Runge	<u>X</u>
Vinnie Caldara	<u>X</u>	Mary Schlautman	<u>X</u>
Brandon Cooper	<u>          </u>	Julie Tetzlaff	<u>X</u>
Pat Finder-Stone	<u>Exc</u>	Lisa VanDonsel	<u>X</u>
Chris Hasselbacher	<u>X</u>	Derek Weyer	<u>          </u>
Kathy Hillary	<u>          </u>	Tina Whetung	<u>X</u>
Debbie Johnson	<u>Exc</u>	John Withbroe	<u>          </u>
Patty Kiewiz	<u>X</u>	Vacant – BC Exec.	<u>          </u>
Barbara Natelle	<u>          </u>	Vacant – BC Board	<u>          </u>
Sandy Popp	<u>X</u>	Vacant – BC Human Svcs	<u>          </u>

**OTHERS PRESENT:** Lisa J. Conard, Essie Fels, Christel Giesen, Greg Maloney, and  
 \*Denise Misovec for Diana Brown.

C. Runge opened the meeting at 10:00 a.m.

**ORDER OF BUSINESS**

1. Approval of the September 9, 2013, Transportation Coordinating Committee meeting minutes.

A motion was made by M. Schlautman, seconded by T. Whetung, to approve the September 9, 2013, Transportation Coordinating Committee (TCC) meeting minutes. Motion carried.

C. Runge introduced Mr. Vinnie Caldara of MV Transportation. Mr. Caldara takes the place of Mr. Geo Jackson on the TCC.

C. Runge announced that long-time E & D Subcommittee and TCC member, Chris Hasselbacher, will be retiring from the Brown County Human Services Department. C. Runge thanked C. Hasselbacher for her many years of service.

C. Hasselbacher introduced Mr. Greg Maloney who will be taking her place on the TCC. Mr. Maloney also represents the Brown County Human Services Department.

2. Review and approval of Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2014.

C. Giesen reviewed proposed application for 2014. The Aging & Disability Resource

Center (ADRC) is proposing contracting with the following providers to deliver specialized transportation services in Brown County:

- American Red Cross Northeast Chapter: \$326,933
- N.E.W. Curative: \$190,982
- Brown County Human Services: \$61,551
- Salvation Army: \$9,900
- Oneida Elder Services: \$3,600
- ADRC Rural Driver Escort Program: \$20,251

This program is consistent with past applications.

M. Schlautman stated that the ADRC is requesting that the TCC endorse the program and prepare a letter of support to be included in the application.

C. Giesen stated that through a partnership with Red Cross, transportation services are now being provided to the Denmark area once per month.

M. Schlautman announced that Mr. Steve Hirschfield, WisDOT administrator of the state's 85.21 program, has transferred to another division within WisDOT. Ms. Judy Foss will be taking over the program.

A motion was made S. Popp, seconded by J. Tetzlaff, to approve Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2014. Motion carried.

C. Runge stated he will prepare a letter of endorsement on behalf of the TCC and send it to the ADRC staff.

3. Update on the status of the Green Bay Urbanized Area's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

C. Runge stated that because the Green Bay Urbanized Area population now exceeds 200,000, the Federal Section 5310 program will no longer be administered by the state. The Brown County Planning Commission (BCPC) and Green Bay Metro will cooperatively manage the program, and a program management plan was developed by BCPC staff and approved by the BCPC Board of Directors and Green Bay Transit Commission.

C. Runge noted that Red Cross vehicles have been approved through 2014 under the previous 5310 program funding cycle. T. Whetung confirmed this.

C. Runge stated that the first solicitation under the revised program will likely begin in the fall of 2014.

C. Runge stated that planning staff was told on many occasions by WisDOT that the Green Bay area will have a total of \$310,000 for 2013 and 2014 (\$155,000 per year) to distribute for 5310 program projects. However, planning staff was told three days ago that we will receive \$163,000 for 2013 and funding has not been determined for 2014. This funding is separate from the Red Cross vehicles already approved for

2014.

C. Runge stated that he has requested an explanation from WisDOT about this funding difference and will report back to the TCC when he receives an answer.

C. Runge noted there will now be money available for operating projects in addition to capital projects. He also noted that the pool of applicants will likely be expanded to include Green Bay Metro and other entities that could not apply for 5310 program funds in the past.

Discussion occurred on the benefits of reaching the 200,000 population threshold. One of the benefits is that the Green Bay Urbanized Area will now receive a funding set-aside instead of having to compete for funding on a statewide basis.

4. Discussion of the completed 2013 Brown County Coordinated Public Transit-Human Services Transportation Plan.

L. Conard referred to a two-page summary of the plan that was included in the meeting packet.

Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), the current federal transportation law, requires the creation of a *"locally developed coordinated public transit-human services transportation plan."* In cooperation with the Wisconsin Department of Transportation, BCPC staff is responsible for this requirement in Brown County.

L. Conard reviewed the plan process as detailed in the report.

L. Conard stated that plan has been submitted to WisDOT, and WisDOT staff has forwarded the plan to the Federal Transit Administration (FTA).

L. Conard thanked the members of the TCC that participated in the process.

The complete report can be found on: <http://www.co.brown.wi.us/> click on Departments, Planning, Transportation, and scroll down to Specialized Transportation in Brown County.

5. Update on the status of Wisconsin's Non-Emergency Medical Transportation (NEMT) Program.

*(Note: Discussion under this item is in regard to NEMT provided by the State of Wisconsin Department of Human Services to qualifying Medicaid and BadgerCare Plus clients under contract with MTM, a private transportation brokerage.)*

S. Popp stated she has worked with Options for Independent Living clients on an individual basis to resolve issues with MTM. For the most part, the issues have been solved. S. Popp indicated that it appeared that clients were having fewer problems with MTM than with the previous provider, LogistiCare.

P. Kiewiz stated that MTM is assigning clients to fixed route bus systems throughout

the state, which is good. However, in some cases, the client cannot take the fixed route bus system due to disability. In the Green Bay area, MTM has suggested to individuals that they take the paratransit program without explaining to the client that they have to complete an application and qualify for the paratransit program.

P. Kiewiz stated that MTM has also distributed the wrong bus fare media to clients. Metro has received day passes from the Wausau and Madison bus systems. Wausau has reported receiving Green Bay Metro system passes.

C. Hasselbacher stated that a Brown County Human Services client was scheduled to be picked up by a local transportation company under contract with MTM. The vendor sent a vehicle that could not accommodate the client. After discussion between Human Services staff and MTM, the issue was resolved and the client was able to receive the medical treatment needed. However, discussion with the local vendor indicates that MTM's communication is lacking.

All agreed it is important to call the MTM complaint line or the DHS ombudsman to report problems such as this.

G. Maloney stated that a Human Services client was picked up one hour and 45 minutes prior to the scheduled pick-up time.

Discussion occurred about allowable pick up and drop off times for clients. Current guidelines allow for clients to be picked up one hour before and one hour after the scheduled time.

G. Maloney suggested that the current guidelines are not practical for most clients.

S. Popp agreed. S. Popp stated advocates requested lower allowable wait times at the time the contract was being discussed. It is also important to keep in mind that the service provided by MTM is a shared-ride service. Shared-ride service adds trip length and time spent on vehicles.

S. Popp stated she will look into the current guidelines to see if there is a chance they can be revised. She will report her findings to the TCC.

C. Runge stated that this item will be placed on the next TCC meeting agenda.

6. Round robin discussion about paratransit service.

*(Note: Discussion under this item is in regard to the Paratransit Program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.)*

P. Kiewiz stated that Green Bay Metro will be issuing a new paratransit application form in the near future. The new application form will attempt to get as much information from a client that is needed to determine eligibility. Many clients indicate that they need paratransit because they use a "wheelchair". Using a wheelchair does not automatically qualify someone for the paratransit program, as all fixed route buses have lift-equipped features. Hopefully the detail provided on the application will streamline

the approval process and avoid appeals.

P. Kiewiz stated that the paratransit service area has been extended to cover the new Costco and Costco area in Bellevue.

P. Kiewiz stated that fixed route bus service has changed in the Village of Ashwaubenon due to the Oneida Tribe of Indians pulling out of the system.

L. VanDonsel stated that bus service previously provided by the #16 route is now covered by the #10 route.

P. Kiewiz confirmed this. The new #10 now covers most of the areas previously covered by the #16 plus additional areas in eastern Ashwaubenon. This has resulted in an increase in the village's portion of the local cost share.

J. Tetzlaff asked staff to describe the procedure if a client falls on a paratransit vehicle.

V. Caldara stated that the driver is instructed to call dispatch. A 911 call will be placed if determined necessary. Drivers will not attempt to move a client. An MV supervisor will arrive at the scene and document the incident.

P. Kiewiz agreed, stating that drivers (paratransit or fixed route) are not medical professionals. If someone falls on a bus, a dispatcher is called. An ambulance may be called to assist. Metro staff will pull the on-board video and the incident will be documented.

L. Van Donsel stated she has heard complaints from MTM clients. However, MTM clients may be unlikely to call the complaint line in fear that they may lose the service.

7. Other matters.

The meeting dates for 2014 are as follows:

**Monday, March 10, 2014**  
**Monday, June 9, 2014**  
**Monday, September 8, 2014**  
**Monday, December 15, 2014**

Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
10:00 a.m.

8. Adjourn.

C. Runge closed the meeting at 10:50 a.m.